

Quito, January 22, 2010

GSO/ COURIER CONCESSION MEETING MINUTES

INTRODUCTION

The Contracting Officer, Patricia Hoffman, welcomed all attendees, thanking them for their interest in working with the U.S. Embassy. Ms. Hoffman requested the U.S. Consular Officers, Twiggy Lemke, NIV Supervisor, and Sharon Weber, Deputy Consul, to introduce themselves, also Cecilia Carvajal, General Services Specialist, and Armonia Gaddis, GSO Assistant.

The purpose of this meeting was to inform the Courier Companies of the details of this Courier Concession Proposal.

Discussion of the Solicitation Package

The following sections of the solicitation were highlighted: Section 1, Section 2 and Section 5.

It was clarified that the proposals are due to the Embassy (attention Patricia Hoffman) February 5, 2010 at 17:00 hours (5:00 pm), Ecuador time.

It was stressed that the timely submission of a Complete Proposal is very important; otherwise it will not be considered.

Under Performance Requirements it was stressed the importance to prove the ability to provide the required services. It was requested to present a list of the office locations in Ecuador.

It was clarified that US Visa Applicants have the option of having their passports delivered at their home or at any of the provider's office location.

It was suggested that the proposed staff members assigned to work on the Agreement need to be cleared by the US Embassy Security Office. It was explained that the Embassy has right to deny any proposed staff that do not comply with our security standards. CVs of the personnel assigned to the Agreement should be provided

Section 5 was outlined.

QUESTIONS AND ANSWERS

- Q. Would the Courier Company Staff be considered part of the American Embassy?
- A. No, this is just a Concession Agreement. Any money exchange is between the Visa Applicants and the Courier Company.
- Q. Can you provide information of the actual standard of service, so we can offer better?
- A. The Consular Section explained the process that is actually taking place with DHL.
- Q. How many cities are served now?
- A. DHL has many offices in Ecuador, we are not able to tell you those locations.
- Q. Is there a space designated for the Courier Company in Guayaquil?
- A. No, the Courier Company needs to find an office space in the vicinity of the Consulate. In this office the Courier Company can provide services to Visa Applicants and also to the General Public.
- Q. What about here in Quito?
- A. Yes, there is a designated space for the Courier Company in the premises of the Embassy. In this location services are provided ONLY to the Visa Applicants.
- Q. Can you explain more about the On-Line service that the Courier Company has to offer?
- A. An on-line service where Visa Applicants can fill-out Courier paperwork in advance to facilitate and makes the whole process more pleasant.
- Q. Is it necessary to present the letters of recommendation in English?
- A. No. You can present them in Spanish.
- Q. Should all the documents that you request in the solicitation be certified copies or not?
- A. It is not necessary to certify them. They could be scanned and mailed to us.
- Q. Can you explain more about the Pass Back Service?
- A. Pass Back is the term used when the Consular Section delivers passports with visas to DHL representatives for delivery to our customers. The Consular Section turns over the passports with visas to the DHL representative with a report that denotes each passport contained in the batch of passports being "passed back." The report includes the date, full name of the client and passport number. The Visa clerk delivering the passports marks

the report for those passports that are diplomatic and emergency cases, whereby the passport is delivered to our clients at Window 1 in the Consular Section. It is the DHL representative's responsibility to insure that each passport they receive from the Consular Section is reconciled against the pass back report before leaving the Consular Section offices.

- **Conclusion**

The Pre-Proposal Conference concluded and attendees were thanked for their presence and expression of interest in serving the U.S. Government. The meeting was adjourned.